GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:2954
ANSWERED ON:03.08.2016
Extra Charges from Passengers
Pathak Smt. Riti

Will the Minister of URBAN DEVELOPMENT be pleased to state:

Will the Minister of URBAN DEVELOPMENT be please to state:

(a) Whether complaints have been received from the passengers who were charged more for staying in the metro rail beyond prescribed time-limit whereas the delay was caused due to technical faults;

(b) If so, the details in this regard; and

(c) the manner in which DMRC proposes to ensure that no penalty is charged from the passengers in such cases of delay in service?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT
(RAO INDERJIT SINGH)

(a)& (b): Delhi Metro Rail Corporation (DMRC) has informed that during the current financial year (upto June, 2016), only four complaints have been received for collection of surcharge from passengers for over-staying in the metro systems when the delay has been caused due to snag in metro systems. The matter has been settled with the concerned passengers including refund of surcharge amount.

(c): DMRC has informed that during disruption of Delhi Metro services, the Automatic Fare Collection system is set to incident/ Time Mode Override and commuters are allowed hassle free exit.

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